

Southern New Hampshire Planning Commission MPO ADA Complaint Procedures

The Southern New Hampshire Planning Commission (SNHPC) Metropolitan Planning Organization (MPO) is committed to a policy of non-discrimination in the operation of its programs and provision of its services without regard to a person's disability in accordance with Section 504 of the Rehabilitation Act of 1973 and Title II of the Americans with Disabilities Act (ADA). The SNHPC MPO has established a process for investigating and resolving complaints alleging disability discrimination related to the MPO's programs and services.

Submission of Complaints

Any person or persons who believe they have been denied access to the services or programs of the SNHPC MPO based on a disability may file a written complaint utilizing the [SNHPC ADA Complaint Form](#) within 180 days of the alleged discriminatory action. A complaint may be filed without the Complaint Form if the complainant's name, mailing address, telephone number, and details regarding the alleged discrimination (including date, time, location, and description of incident) are included in writing.

The Complaint Form or written complaint may be submitted through any of the following methods:

- Via Hand Delivery:

Southern New Hampshire Planning Commission
438 Dubuque Street
Manchester, NH 03102

- Via Mail:

Southern New Hampshire Planning Commission
Attn: SNHPC ADA Coordinator
438 Dubuque Street
Manchester, NH 03102

- Via E-mail:

lmoore@snhpc.org

At the complainant's discretion, the complaint may also be filed with the New Hampshire Department of Transportation Office of Federal Compliance, Federal Highway Administration (FHWA) or Federal Transit Administration (FTA) as follows:

- New Hampshire Department of Transportation
Office of Federal Compliance
Attn: ADA Title II Specialist
7 Hazen Drive
Concord, NH 03302-0483

- Federal Highway Administration
Office of Civil Rights
Attn: ADA Program Coordinator
8th Floor E81-105
1200 New Jersey Ave., SE Washington, DC 20590
- Federal Transit Administration
Office of Civil Rights
Attn: ADA Program Coordinator
East Building, 5th Floor-TCR
1200 New Jersey Ave., SE Washington, DC 20590

Determination of Jurisdiction and Acknowledgement of Receipt

Upon receipt, the complaint will be reviewed to determine if the SNHPC MPO has jurisdiction. Within ten (10) business days of receipt of the complaint, a letter will be sent to the complainant detailing the following information:

1. Acknowledgement that the complaint has been received and is pending investigation.
 - a. If the SNHPC MPO determines that the complaint is not within its jurisdiction, the complaint shall be referred to the New Hampshire Department of Transportation, Federal Highway Administration, Federal Transit Administration, or other appropriate agency. The complainant shall be notified of such referral.
2. The date by which a response will be sent to the complainant.
3. Information for how to contact the SNHPC MPO if a response is not received by the date indicated.

Investigation of Complaints

The complaint will be reviewed by the SNHPC MPO ADA Coordinator, Executive Director, and Legal Counsel. The SNHPC MPO shall investigate the complaint and respond in writing to the complainant within 90 days. If additional information is needed to resolve the case, the SNHPC MPO may contact the complainant. The complainant shall have 30 days from the date of the request to provide any additional information that has been requested. If the SNHPC MPO does not receive additional information from the complainant within 30 days, the SNHPC MPO may administratively close the complaint. A complaint may also be administratively closed if the complainant informs the SNHPC MPO in writing that they no longer wish to pursue the complaint.

Records Retention

The SNHPC MPO shall maintain record of any ADA complaint received for a minimum of five years following resolution of the complaint.